

502073-A-01-US (ERHART)
Serial No.: 10/602,168
Ryan, Mason & Lewis, LLP; K. M. Mason (203) 255-6560

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FIG. 1

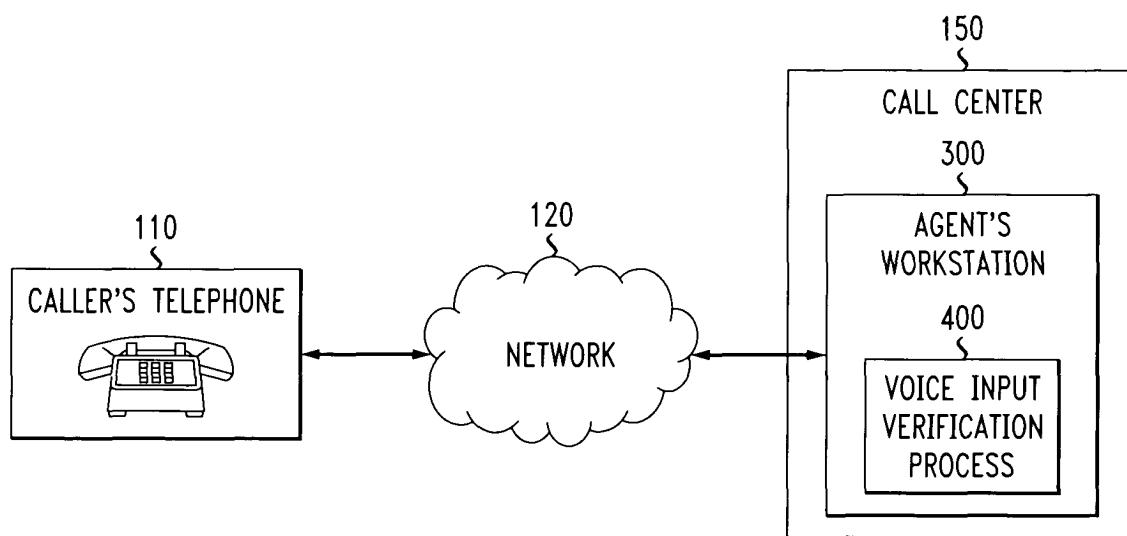


FIG. 2

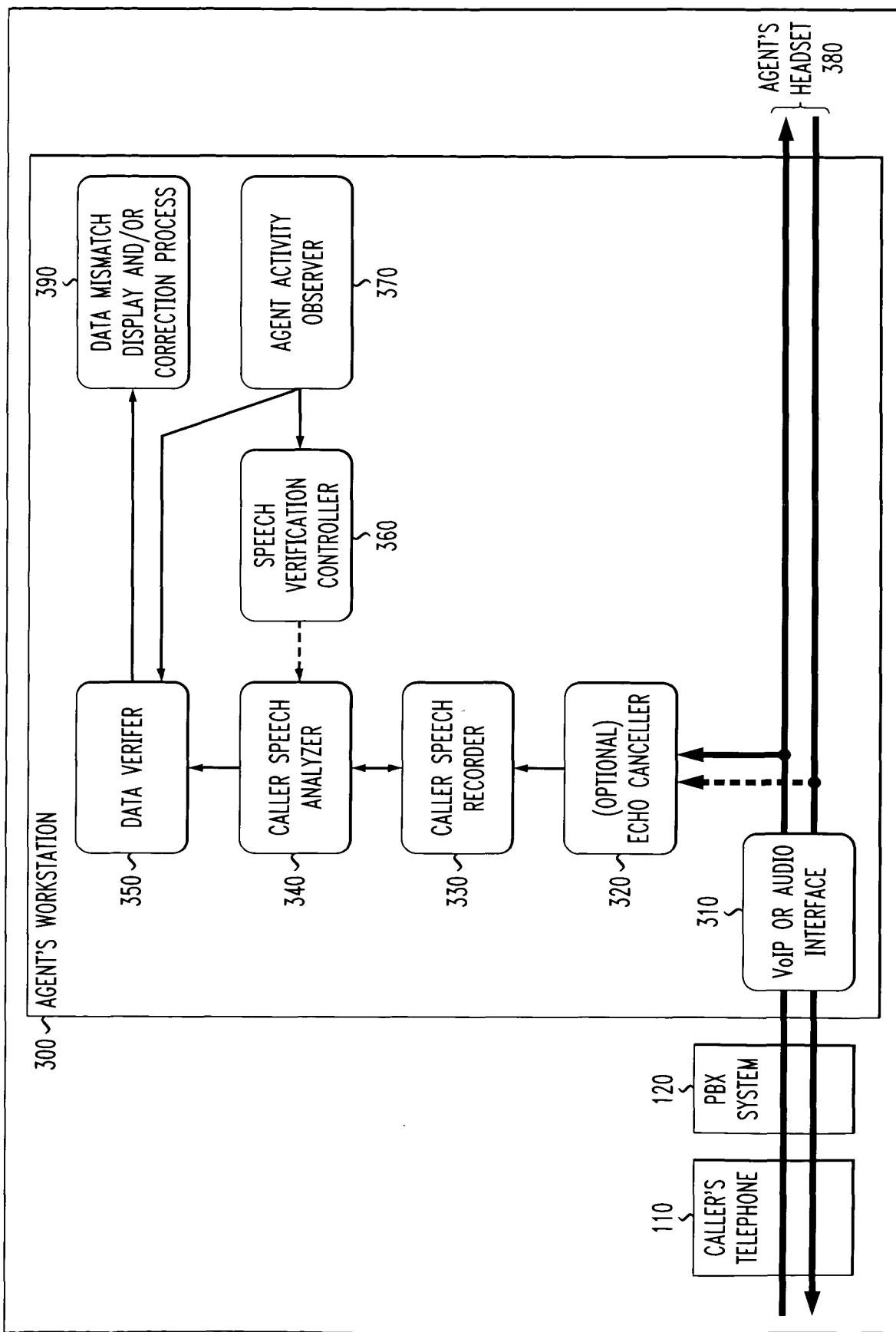
200

COMPANY X CALL CENTER INTERFACE

CUSTOMER NAME:	John Smith	~ 210
ACCOUNT NUMBER:	>0123...	~ 215
ADDRESS:		~ 220
NATURE OF CALL:		~ 225



FIG. 3

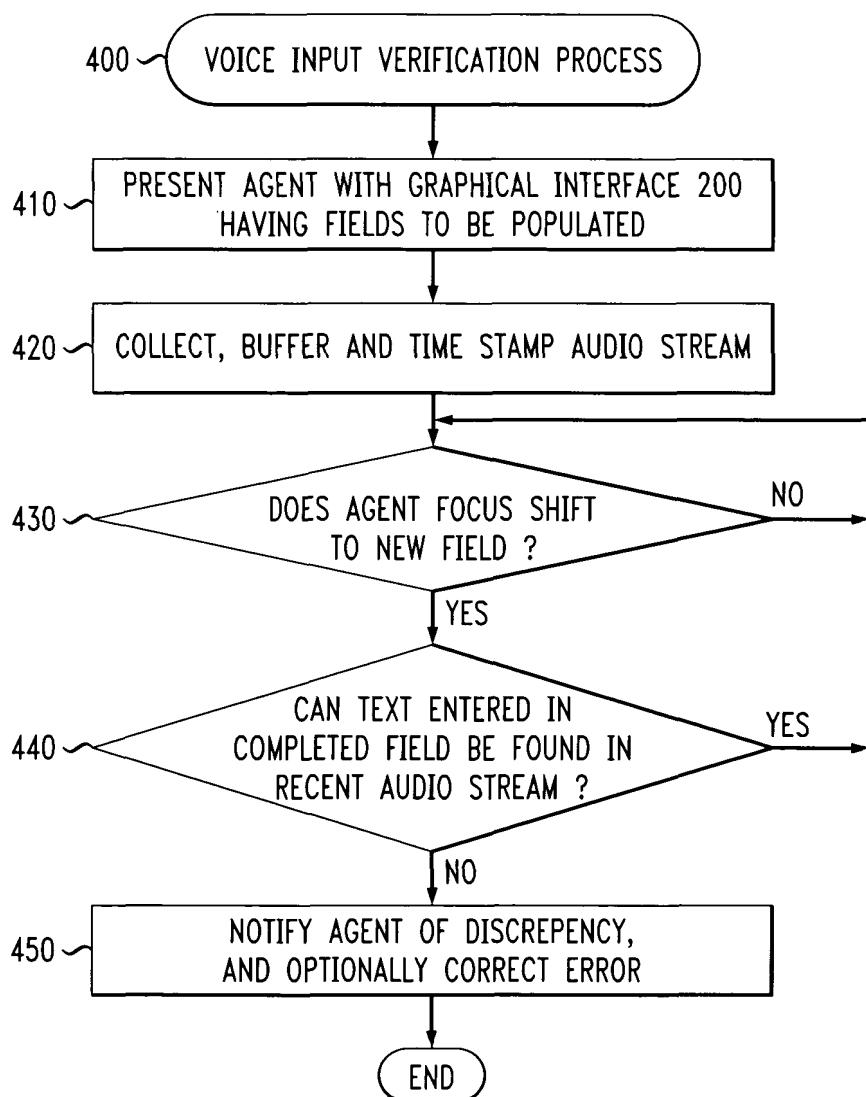




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FIG. 4





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FIG. 5

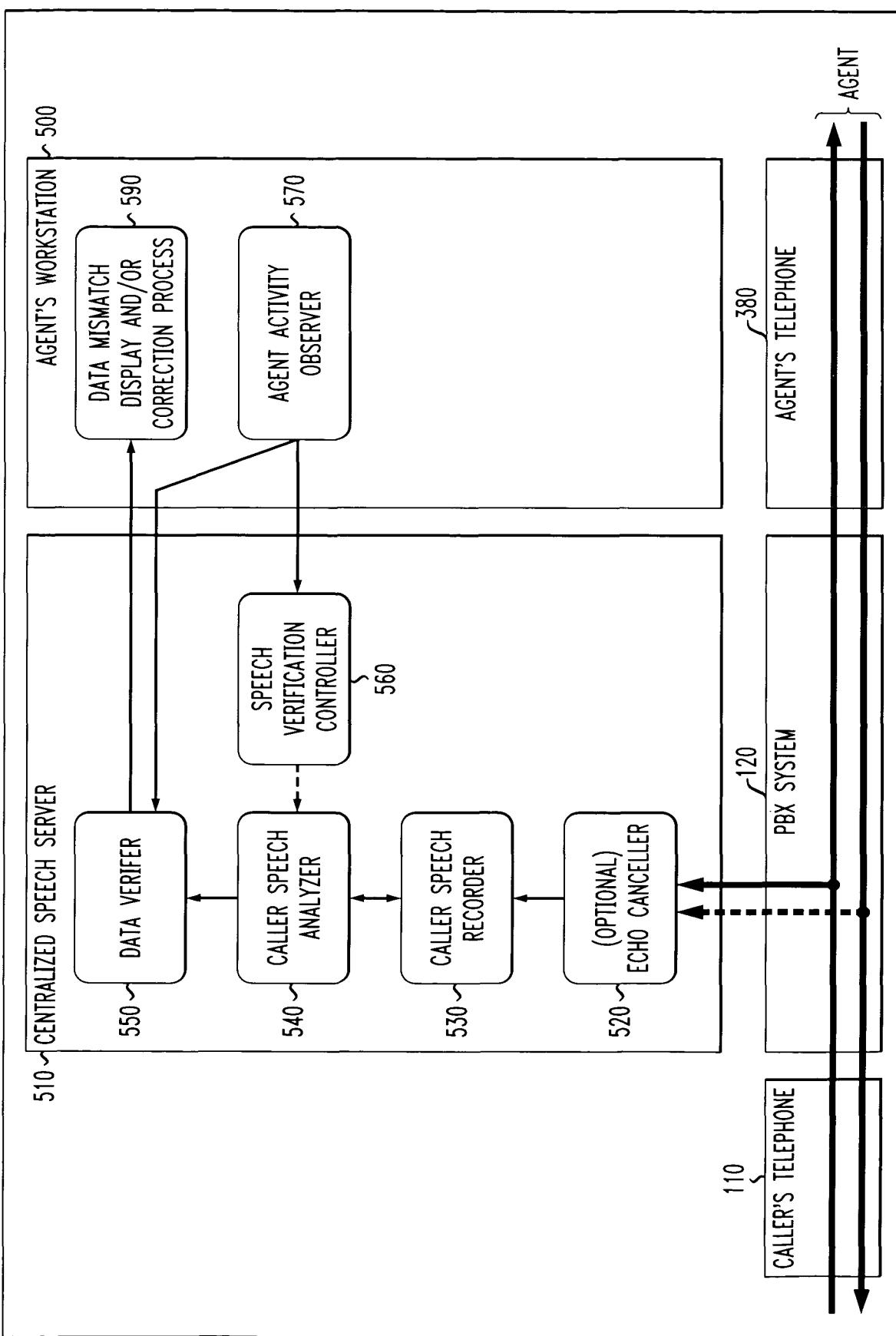
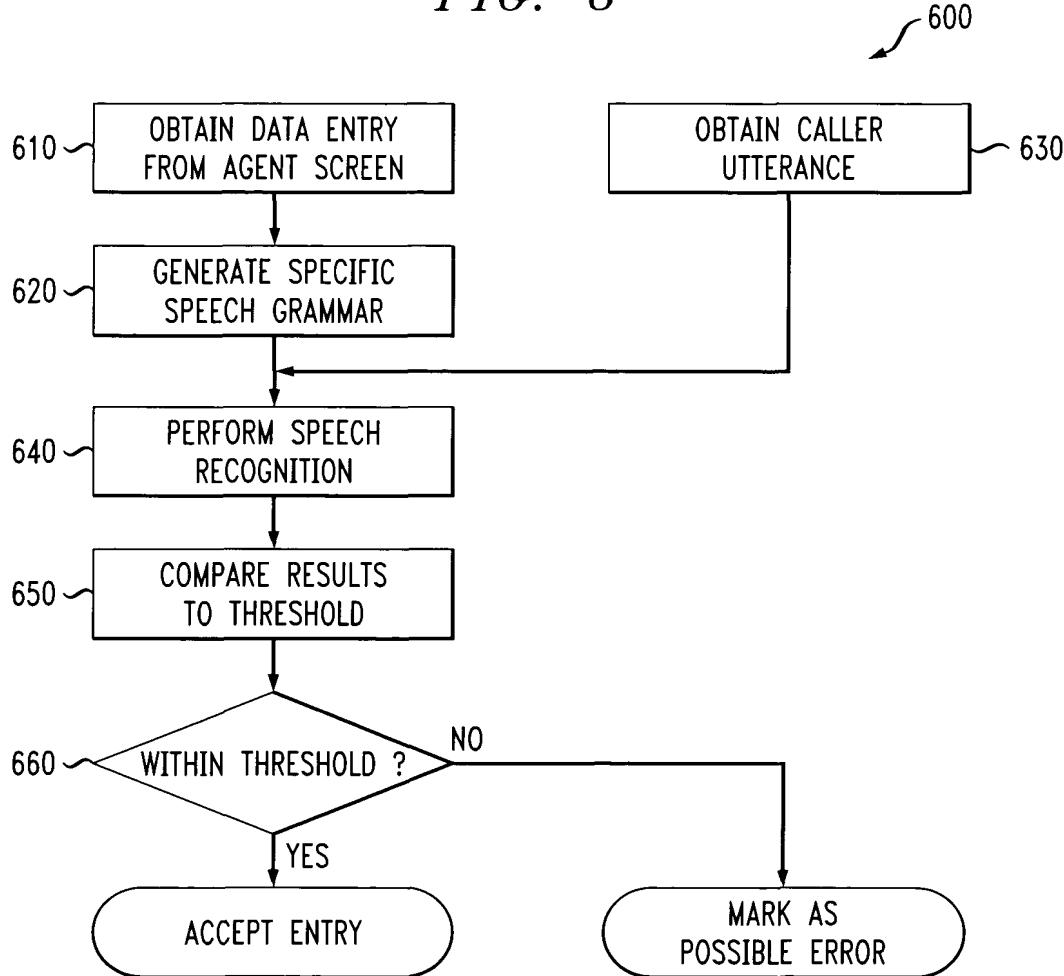




FIG. 6



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FIG. 7

